

Security Assistance at PARC Facilities PARC

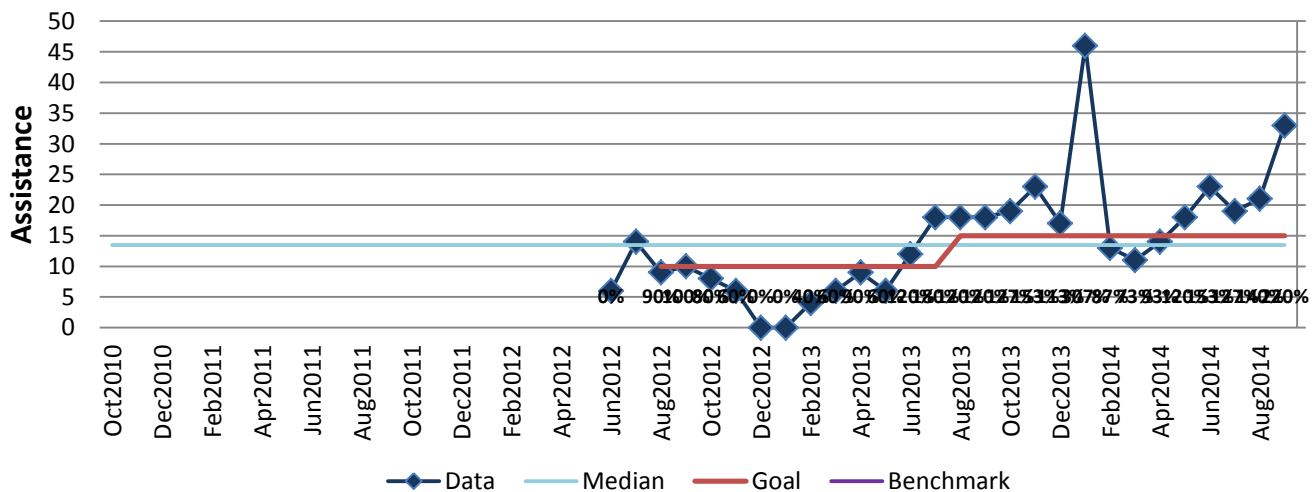


KPI Owner: PARC Operational Team

Process: Contract Management

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY-13 (7 Avg. per Month) Goal: Provide Citizens Security Assistance in Garages > 10 Times per Month Benchmark: TBD		Data Source: Security Incident reports Goal Source: PARC Benchmark Source: TBD	Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions Measurement Method: Quantify the numbers of citizens who are aware we offer the services and request assistance Why Measure: Quantify the numbers of uses vs. opportunities. Next Improvement Step: To improve on information distribution regarding the customer services offered.		
How Are We Doing?					
Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
180	257		15	33	
Assistance	Assistance		Assistance	Assistance	

Security Assistance at PARC Facilities



Pareto analysis is not necessary because there is no gap between the goal and current performance.